

CALL FOR APPLICATIONS – SEARCH FOR EXPERTS

Publication Reference: [18-27/ZANZ/2/1](#)

Action title: Support to the introduction of the Management Information System (MIS) for the Zanzibar Universal Pension Scheme (ZUPS)

Action code and partner country: 2018-27 ZANZIBAR

Partner Institution: Ministry of Labour, Empowerment, Elders, Women and Children (MLEEWC)

Activity 2: Advising on systems inter-operability

- **Implementation date: March 20 to 30, 2019**

Responsible Coordinator: Gian Luca PORTACOLONE

Responsible Technical Expert: Xavier COYER

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Partnership led by:

ABOUT SOCIEUX+

The European Union (EU) promotes and maintains dialogue on social protection and inclusive employment policies with an increasing number of partner countries. This effort has been confirmed in the European Commission (EC) Communication COM (2016) 740 final - "Proposal for a new European Consensus on Development Our World, our Dignity, our Future". A significant number of cooperation activities in different countries related to these fields are funded by geographic or thematic instruments. However, a gap had been observed in the EU cooperation with third countries with regard to providing support to short-term measures and peer-to-peer cooperation to promote the development of social protection.

SOCIEUX+ - EU Expert Facility on Employment, Labour and Social Protection – (hereafter: "the Facility" or "SOCIEUX+") is a technical assistance facility set-up and co-funded by the EU (through the EC's Directorate for Development and Cooperation - EuropeAid), France, Spain and Belgium and implemented by a partnership composed of four partners: Expertise France, leader of the implementation Partnership (hereafter: "the Partnership"), the Fundación Internacional y para Iberoamérica de Administración y Políticas Públicas (FIIAPP), Belgian International Cooperation on Social Protection (BELINCOSOC) and Belgium Technical Cooperation (BTC).

The general objective of the facility is to expand and improve access to better employment opportunities and inclusive social protection systems in partner countries.

The specific objective is to enhance the capacities of partner countries to better design, manage and monitor inclusive, effective, and sustainable employment strategies and social protection systems through peer-to-peer short-term technical assistance and knowledge development.

SOCIEUX+ supports the efforts of Partner Countries (PCs) of the EU in the reform, development and extension of their social protection systems and the strengthening of labour & employment policies. The Facility aims at enhancing the capacities of partner countries to better design, manage and monitor inclusive, effective, and sustainable employment strategies and social protection systems through peer-to-peer short-term technical assistance and knowledge development. SOCIEUX+:

- Recognises the impact of social protection and employment in reducing poverty and vulnerability;
- Supports the efforts of partner governments in promoting inclusive and sustainable social protection and employment systems;
- Complements the efforts made through other European Union initiatives.

SOCIEUX+ makes European expertise quickly available with minimal transaction costs for partner institutions. It draws on the expertise of public or mandated bodies, non-governmental organisations, and relevant civil-society organisations of EU Member States and international specialised organisations. It can also support South-South and triangular cooperation through the mobilisation of practitioners from partner countries. SOCIEUX+ is operational since September 2016.

The Facility is an expansion of SOCIEUX - Social Protection European Union Expertise in Development Cooperation -, which was established in 2013 and progressively incorporated.

1. ACTION DESCRIPTION

The Zanzibar Universal Pension Scheme (ZUPS) was launched in 2016; at that time, SOCIEUX played a supportive role through the mobilization of expertise during all phase of the design and roll-out of the pension scheme targeting the elderly (Action 2014-26). The last Activity was precisely dedicated to draft a feasibility study and issue recommendations on the introduction of a Management Information System (MIS) for the ZUPS.

The management of beneficiaries' data and payments is currently handled via a Microsoft Access database that enables essential operations (registration, storage and report generation), but only represents a temporary solution, which is intended to support the take-off of the programme and serve as basis for the transition towards the MIS.

In July 2018, the Ministry engaged a Tanzanian company - Web Technologies - to support the development of the MIS. The company has been tasked with the following: <>To prepare a System Design Document (SDD) defining the system architecture, modules, database design, interfaces, data requirements and reporting requirements; <>To develop a MIS Software based on approved functional and system requirement specifications and system designs;<>To ensure the system's accessibility via WAN and internet.

The Ministry of Labour, Empowerment, Elders, Women and Children (MLEEWC) has 8 departments: labour commission; cooperatives; economic empowerment; economic empowerment fund; policy, planning & research; human resources and administration; women and children; elders and social welfare.

The Department of Elders and Social Welfare (DESW) 's work is in line with both "Vision 2020" and the "Zanzibar Strategy for Growth and Reduction of Poverty (ZSGRP)". The mandate of the DESW relates to set standards of operation, facilitate, and coordinate issues relating to elderly homes, children's homes, eligibility for workmen compensation, and support to other vulnerable groups.

DESW is composed by eight units plus an Office in Pemba. Units are dealing with the following matters: 1. Child Protection, 2. Residential Care, 3. Social Welfare Planning, 4. Workers' Compensation, 5. Social Protection, 6. Statistics and Information Technology 7. Accounting section, and 8. Universal Pension. The latter unit is responsible for administering and running the Zanzibar Universal Pension Schemes for the elders.

1.1 General Objective

To accompany the development, implementation and roll-out of the Management Information System (MIS) of the Zanzibar Universal Pension Scheme (ZUPS) with quality assurance, technical expertise and M&E support.

1.2 Specific Objectives

<>To analyse, identify risks and propose risk-mitigation strategies with regards to the MIS' development; <>To closely monitor and evaluate the whole process of development of the MIS, supporting the regular steering activities of the project; <>To ensure the inter-operability of the ZUPS-MIS with other relevant, public MI systems; <>To support the organization of a training on MIS for all relevant stakeholders in Zanzibar and accompany the initial process of roll-out of the new system

1.3 Expected Results

<>The new MIS operates according to the requirements needed and specified by the Ministry; <>The new system is interoperable with other relevant, public MI systems; <>The MIS development and implementation cycle is monitored in terms of quality and risk; <>A training plan and methodology on MIS use for all the relevant stakeholders is delivered.

2. EXPERT MISSION

Number of mobilized experts and workload

2 experts will be mobilized

Both experts will be expected to work 15 days

Tasks

The technical assistance implemented by SOCIEUX+ in the framework of Action 2018-27 includes the inter-operability issue, which will be addressed during Activity 2. Experts shall provide assessment and recommendations for the way forward in view to ensure MISs' interoperability. They will pay attention inter alia to the compatibility of the national ID database (ZAN ID) with the projected MIS-ZUPS and plans underway to change the software used by ZAN ID so that the two MIS can be integrated.

The minimum tasks expected from the experts shall include:

General tasks

- Preliminary contacts with the Partner in view of the definition of the technical assistance methodology and agenda, to be transmitted to the SOCIEUX+ team for approval;
- Taking part to the pre-departure briefing with SOCIEUX+ team (1 week before the mission);
- Facilitate, wherever possible, a cooperation dynamic that aims to individual and institutional capacity development;
- Timely submission of the Activity's final deliverables (10 working days after the mission);
- Get knowledge of Activity 1's deliverables, and other relevant background documents provided by the SOCIEUX+ Team.

Specific tasks

- Ahead of the mission, to get substantial knowledge of the ZUPS and the ongoing project of introduction of the MIS;
- To timely involve the Partner in the organisation of the agenda of the mission;
- To dialogue with UNICEF and HelpAge Cambodia at the technical level, in consideration of their effort to introduce the ZUPS-MIS; UNICEF is "supporting institution" in the Action;
- To contact the EU Delegation in Dar es Salam and envisage a meeting (even remotely) for the presentation of the mission's outcomes;
- To channel to SOCIEUX+ any material that can be useful to inform the public about the activity (pictures, interviews, brief notes or articles).

Deliverables

Intermediary deliverables (to be presented in the pre-departure briefing)

- *A methodological note*, including a risks analysis (max. 3 pages);
- An *agenda* of the mission agreed with the Partner (meetings, persons involved).

Final deliverables:

- *D4: A report and recommendations on the inter-operability of the system with other relevant, public MI systems.*
- *Expert mission report (ExMR)*, based on a SOCIEUX+ template

3. EXPERT PROFILE

Expert n°1:

Area of expertise: MANAGEMENT INFORMATION SYSTEMS DEVELOPMENT AND IMPLEMENTATION IN COMPLEX ENVIRONMENTS

Requirements (essential/required):

- Education: university level (Masters or PhD relating to the subject are considered a plus)
- At least 15 years of professional experience in the design and management of MIS in the public and private sphere;
- Relevant experience in managing and/or administering International MIS data and resources of social protection schemes, policies, programs.
- Relevant experience in the design, development, implementation and roll-out of IT Systems
- Fluent in English, written and oral;
- Acute sense of diplomacy and institutional relations.

Additional assets (advantageous in selection):

- Good communicator; a previous experience in animating information sessions/trainings
- Sensitiveness for capacity building and/or institutional development;
- A previous experience in delivering short-term technical assistance in international cooperation;
- A previous professional experience in Tanzania (Zanzibar).

4. APPLICATION

Submission of applications

Interested experts submit their application on the website: <https://pmt.socieux.eu>.
The application process is the following:

1. If not already created, experts create their own personal SOCIEUX+ account (by clicking on "create an account"). To have access to all SOCIEUX+ Call for Applications, experts are required to fill out at least the fields marked with an asterisk.
2. Once their account is created and approved by the SOCIEUX+ team, experts sign in their personal account, click on the "Call for Applications" tab, identify the **18-27/ZANZ/2/1** position, and click on "Apply."

5. SELECTION PROCESS

Public civil servants or employees (active or retired) and private individual experts are eligible and preferred for this position. Private consultants may also apply.

Incomplete applications will not be considered. Only short-listed applicants may be contacted. The selection process may include interviews by phone or other communication means.

Contracted public civil servants or employees (active or retired) are entitled to standard fixed allowances of 250 Euro per working day. Fees for private consultants will be negotiated based on the number of years of relevant expertise of the selected applicant.

6. DISCLAIMER

The proposed activity and mission is subject to the final review and approval of SOCIEUX+ Quality Assurance Committee. A confirmation of dates of missions and contracting of experts may only be confirmed upon the formal approval.

Short-listed candidates will be contacted and may be required to provide contact of employer or proof of their ability to be directly contracted under their status as civil servant or public employee.